

No. 1/5/97-1AR

From

The Commissioner & Secretary to Government,
Haryana, Administrative Reforms Department.

To

- (i) All Heads of Departments in Haryana.
- (ii) Commissioners, Ambala, Hisar, Rohtak and Gurgaon Divisions.
- (iii) All Deputy Commissioners and Sub Divisional Officers (Civil) in Haryana.
- (iv) The Registrar, Punjab & Haryana High Court.

Dated Chandigarh, the 30-4-97

Subject :—Prevention of delays in disposal of work in Government Offices to increase efficiency.

Sir/Madam

In the meeting of Administrative Secretaries held under the Chairmanship of the Hon'ble Chief Minister, Haryana on 25-3-97, various factors which hamper the administrative process were discussed in detail and following decisions were taken to streamline the administration.

(1) Use of data sheet/calendar of dates/events for disposal of cases

The Administrative Reforms Department had issued detailed instructions vide circular letter No. 5/2/96-5AR, dated 1-7-1996 vide which departments/officers in the State were advised to attach a calendar of dates of disposal with each file so that the time at the various stages would become clear and delay could be checked. Earlier the said calendar was desired to be attached with these files which were to be submitted to the Hon'ble C.M.

Now, in the above said meeting, it has been decided that calendar of dates should be attached with all files submitted to the Ministers, Administrative Secretaries and Heads of Departments.

(2) Elimination of delays in disposal of files

Attention is invited to Administrative Reforms Department circular letter No. 21/1C/87-5AR, dated 1-3-1989 vide which following time-schedule of disposal of files/references was reiterated and strict compliance by all was ordered:—

- (i) An immediate reference/case should be normally dealt within one day but not later two working days.
- (ii) An urgent reference/case should be normally dealt within two days but not later than three working days.
- (iii) An ordinary reference/case should be dealt within five working days instead of seven working days.

It has now been decided that papers and files should be attended to on the same day and officers should exhibit positive and constructive approach. If a file remained with an officer for more than three days, reasons for delay should be recorded on the date sheet/calendar of dates appended with the file.

(3) Avoiding frivolous queries and unnecessary references

It has been observed that most of the cases/references are delayed by making frivolous queries and unnecessary references to the sources of origin of letters/circulars. It has been decided that matter which need clarification and more detailed information may be got sorted out through inter/personal discussions for collecting information by deputing officials.

(4) Surprise visits/inspections by Heads of Departments and Heads of Offices

All Heads of Departments and Heads of Offices should go out for surprise visits and inspections of field offices and projects. Attendance in offices, hospitals and schools etc. should frequently be checked by them and prompt action against delinquent should be taken.

(5) Streamlining the work of court cases

It has been observed that court cases are not processed on priority basis and filing of replies to suits/petitions etc. is not made within the time allowed by the Courts. Also non-implementation of decisions of the Courts by Government Departments causes contempt of courts. It has been decided that files pertaining to Court matters should be given top priority and must be cleared on war footing.

(6) Quick disposal of pending departmental inquiries.

The Government has taken a serious view that a number of departmental inquiries in disciplinary matters are allowed to be pending for number of years in Government departments. With a view to making the work of completion of inquiries time-bound, it has been decided that Heads of Departments/Offices should prepare a list of pending departmental inquiries giving main details of the cases and submit the same to their respective Administrative Secretaries. If necessary, the number of inquiry officers should be increased so that all pending inquiries are finalised within three months, positively.

With a view to making the above remedial steps more effective, the Heads of Departments/Heads of Offices are advised to personally monitor the implementation and keep their respective Admn. Secretaries informed from time to time about the action taken and progress made.

Yours faithfully,

S/d

(K.C. Sharma)

Commissioner & Secretary to Govt., Haryana,
Administrative Reforms Deptt.

A copy is forwarded to all Financial Commissioners and Secretaries to Government, Haryana, for information and necessary action with reference to the minutes of the meeting of Administrative Secretaries held on 25-3-97, conveyed to them vide Chief Secretary to Government, Haryana U.O.No. 51/3/97-S-II dated 28-3-97.

Sd/

Commissioner & Secretary to Govt., Haryana,
Administrative Reforms Department.

To

The Financial Commissioners/Commissioners & Secretaries to Govt., Haryana.

U.O.NO.1/5/97-1AR

Dated: 30-4-97